Telicost 2.1

User Manual

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Overview

Thank you for downloading and/or purchasing our Telicost program for Android.

Telicost for Android is an application that is installed on the device which monitors voice, data, and SMS use as well as roaming. It will enable you to minimize your overage charges and help avoid the extra costs often associated with these.

Telicost-Lite Upgrade

Telicost can also be upgraded to Intellicost which provides a central server view of all your Android (and other platforms as well) devices in a central view, allowing you to assign and push out plans, receive alarms, view historical usage, project usage, and select optimal plans

Contact

Contact Anomalous Networks at www.anomalousnetworks.com to upgrade to Telicost-Lite

For support contact Anomalous Networks at

        Email: Support@anomalousnetworks.com

        Toll Free :   +1-888-899-6010

System Requirements

Telicost for Android requires an Android device that has built-in mass storage or SD card.

Installation

When downloading from the Android market place select the Telicost Application and Select Download.

Telicost required access to information from the phone, so for permissions, select 'ok' when prompted to provide access permissions.
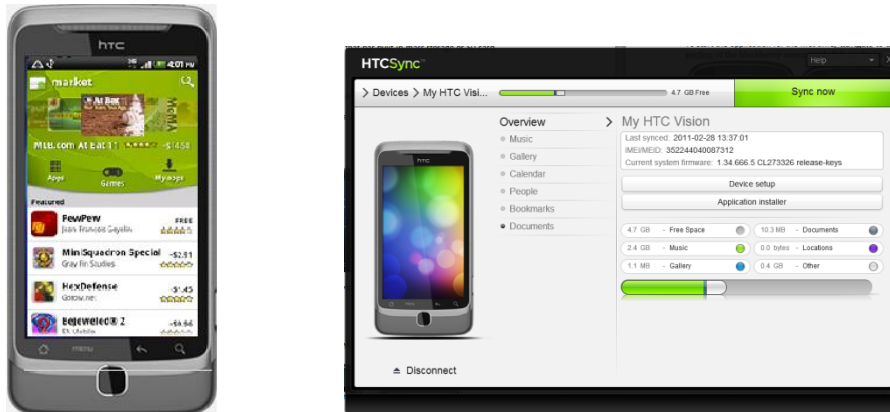
Download and install Telicost from the Android Market Place.

The Telicost .apk file installation file can also be installed using Sync software provided by your device manufacturer. Installation methods vary from device to device.

Application Permissions

During installation the application will prompt you to grant permission to telicost to access information from your device. Select "ok" or "Install".

Getting Started

Once installed, Telicost requires that you launch it manually the first time and may ask that you accept the End User License Agreement (EULA). A copy of this agreement can also be found in appendix A. After it has been launched and the agreement accepted, Telicost will automatically start.

Select the Telicost Icon

To start the application for the first time, navigate to the applications screen and tap the Telicost icon.

> Tip: You can move the Anomaly Agent to the Android desktop by tapping and holding the telicost icon in the applications screen.

The first time the application is run the EULA must be accepted.

Navigate to the bottom of the screen and select 'Accept'
If you do not agree with the license agreement, select Reject, and delete the application
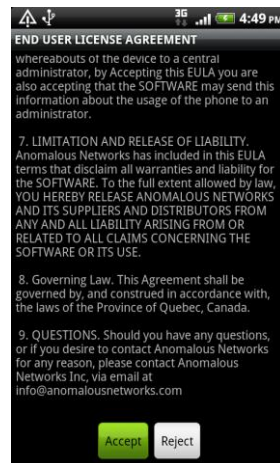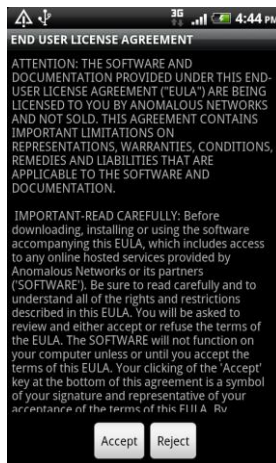
Note: Anomalous Networks can also provide a 'deployment package' which pre-populates many of the plan settings and configuration options for end users. If you are deploying multiple copies of the Telicost software and would like to know more about the Telicost deployment package, contact Anomalous Networks at info@anomalousnetworks.com

Wizard

The first time the Telicost application is run, a wizard is launched to aid in entering the plan parameters.   If you are unsure of your plan parameters, you can quit the wizard and start it again using the menu key in the main menu and selecting 'Launch Setup Wizard' at a later time

Alternatively, all the parameters can also be set using the setup menus described later in this user guide.
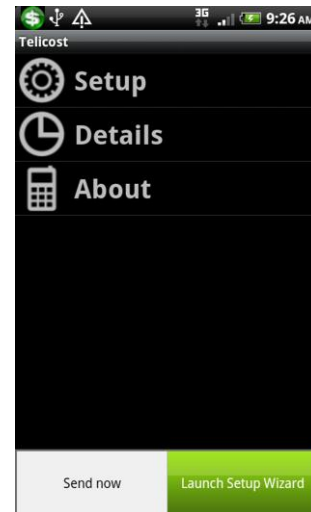

On the first page of the wizard, enter your name, company name and the email contact information.

Press Continue to proceed with the wizard
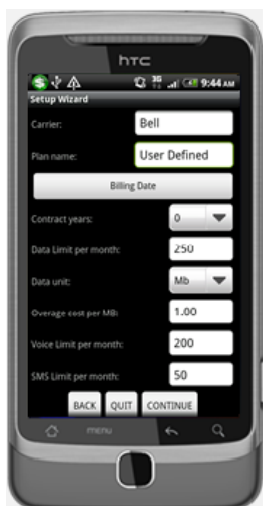
Next enter your carrier name, the plan name you have in place, your monthly billing date (this is the FIRST DAY of your new billing period a new plan will start at 12:00:01 that day and continue until 23:59:59 the next month if you have a monthly plan)

Enter your length of contract in years
Enter also the data limit, Overage cost per MB plan size, and Voice and SMS limits

Next enter your desired warning level. The levels apply to all of Data, Voice, and SMS levels.
When you cross a threshold, the warning will appear as a pop up message in your GUI.

If you are on the phone, and a Voice alarm is crossed, a gentle vibration will accompany the alarm.
Press Continue to go on to the next page of the wizard

If desired, you can also set a Wi-Fi limit.

Put a large number if not interested in getting Wi-Fi alarms.
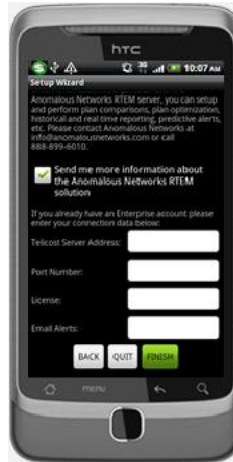
Anomalous Networks can send you more information about its Telicost-Lite solution if you would like. Contact us at info@anomalousnetworks.com at any time.

Press 'Finish' to complete the wizard.

Some parameters must still be visited in the setup screens depending on your plan.

Main application screen

Menu

The main application window contains 3 menu choices

Setup: Allows you to enter or modify your plan settings

Details: Shows you the details of your usage data

About: Gives you information about the Telicost program along with device and status information

Message indicater

Cellular Network info as well as Home/Roaming Status

Wi-Fi SSID information and connection status

Status Indicators

There are also three indicators at the bottom of the screen.

Home(Telstra)|WiFi(WLAN Test Network 2)
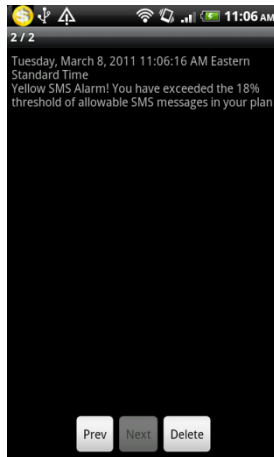
(1) Message Indicator.
Telicost will keep the last three messages or alarms which it has received. You may view these by selecting the icon that looks like an envelope.   If no messages are present or if all messages have been deleted, the icon will not appear.
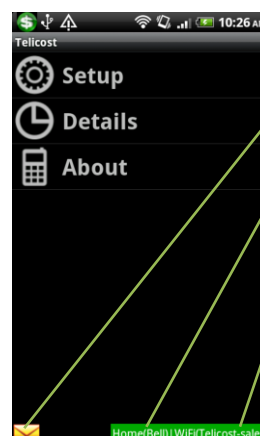
(2) Cellular Network Connection Status/Info
The Carrier Name (Available on Most Networks) will be shown in this area if you are connected to Cellular Coverage.   If you are roaming, this indicator will appear in RED otherwise it will be shown in GREEN.

(3) Wi-Fi Connection Status/Info
The Wi-Fi SSID Name (Available on Most Wi-Fi Networks) will be shows in this area if you are connected to a WiFi network.

Menu

By Pressing the menu button on you device you also have access to a menu which can relaunch the setup wizard.

The Send now button can also be used if you have an Telicost-Lite Server.

Setup Screens

The Setup Screens allow you to enter or modify your plan data. Select the setup menu option from the main panel, and a plan settings screen will appear similar to the one below.

> *Note: If you are running with an Telicost-Lite server, it is possible that some menu items are invisible or grayed out and inaccessible.   Talk to your system administrator about your corporate policy and about how to lock / unlock these fields or screens.*

Global Settings

Test Mode: This setting should remain off in order to conserve battery power and to not generate any additional overhead.   This setting is intended to be used in conjunction with Anomalous Networks Support personnel for diagnosis.

If turned on, you may see additional messages pop up as alerts, and you may see additional information in the about screen

Alert Frequency: Settings are Single and Repeating. If set to Repeating there will be a warning message that repeats for every incoming or outgoing call after you have exceeded the voice limit.

If set to Single then there will be no repeating messages after the initial warning that you have exceeded the limit. Default is set to Single.

Plan Settings Section

Interface: Telicost allows you to enter plans for your cellular and your wifi use. Select the interface you wish to see/modify with this selector

Plan Name: Enter a plan name for the plan being modified. It can match the carrier plan name (preferred) or it can be a custom string you enter yourself

Interval: Most carrier plans are monthly, but a weekly plan or daily plan can also be selected for wifi and/or when travelling

Plan Billing Date: Enter the start date of the plan. This defaults to the day the Agent was installed. At midnight the day before this date, the values will be reset to start a new plan cycle

Combines Up/Down Plan: Plans are typically combined (i.e. it does not matter if you upload or download data, it is the same cost and the total up and down is what should be counted). Telicost also allows you to separate the up/down usage into separate counters and to set separate thresholds for up and down usage.

Data Settings

Data Limit   Enter the limit value for your data allowance per plan period (if you have 500 MB per month, enter 500)

Data Unit: Enter the unit in KB, MB, or GB for your plan, (if you have 500 MB per month, enter MB)

Combo Mode Setting:

If you have selected combo mode, enter separate values for:

Up limit: (uploading, data LEAVING the device)   Enter the limit value for your data allowance per plan period (if you have 100 MB upload per month, enter 100)

Up Unit: Enter the unit in KB, MB, or GB for your plan, (if you have 500 MB per month, enter MB)

Down limit: (downloading, data COMING TO the device) Enter the limit value for your data allowance per plan period (if you have 400 MB per month, enter 400)

Down Unit: Enter the unit in KB, MB, or GB for your plan, (if you have 500 MB per month, enter MB)

Tip: Even if your plan is a combo plan, you can switch to non combo to see the up and down usage separated, switch back to combo mode afterwards and your plan settings will remain unchanged.
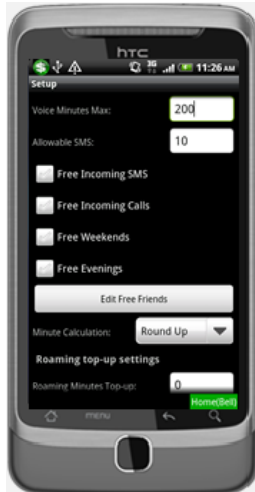
Voice and SMS Settings

Voice Minutes Max: Enter the duration limit for voice calls in minutes as per your plan

Allowable SMS: Enter the limit of sent and/or received SMS messages you are allowed to send/receive on your plan.   Entering a value of 9999 means unlimited

Free Incoming SMS: Set this to YES if you do not pay for incoming SMS messages

Free Incoming Calls: Set this to YES if you do not pay for incoming SMS messages

Free Weekends: Set this to YES if you do not pay for calls on the weekends

Free Evenings: Set this to YES if you have free calling in the evenings

If you have selected Free Evenings, enter the start and stop time of the free evenings interval. If free evenings start at 7pm, tap the Free evenings start button enter 19:00. If they end at 7am the next morning, tap the Free evenings end button enter 7am for the end period. Any value to the precise minute can be entered.
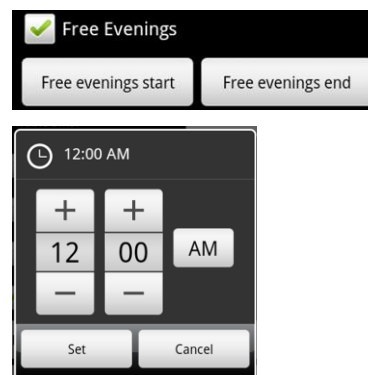
Free Friends

If your plan included calling between free friends, you can enter or import the free friend's numbers here.
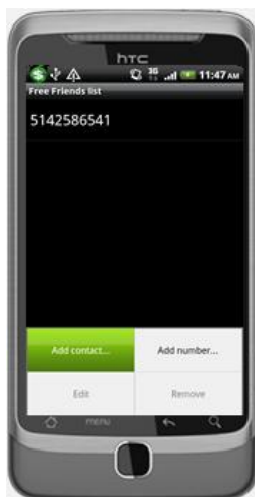
Select the 'Edit Free Friends' button and then add a number manually or add a contact from your contacts list.

Up to 10 free friends can be added.

Minute Calculation: can be set to the following selections

Round up: A 2:01 (two minutes, 01 seconds) call is 'rounded up' at the end of the call to 3 Minutes

Round down: A 1:59 (one minute, 59 seconds) call is 'rounded down' at the end of the call to 1 Minute

Per Second: Each second is counted of each call and the total reflects to total count.

Roaming Top up Settings

When Roaming, often a 'top up' or separate plan can be purchased which does NOT count towards your regular plan and will be used to track roaming data. For example.   If you have pre-purchased an international roaming plan, enter the values in this section for the plan

Data Top-Up: Enter 10 if you have purchased 10 MB
Data Top Up units: Enter MB if you have 10 MB
Roaming Minutes top up : Amount of Minutes pre-purchased
Roaming SMS top up : Amount of SMS you have pre-purchased

Warning Controls

Yellow Threshold – «yellow» limit in percentage of plan

Red Threshold – «red» limit in percentage of plan

Limit Threshold – 'limit limit in percentage of plan

Notes:

- Percentages MUST be increasing from Yellow, Red, and Limit. You won't be able to enter a smaller red percentage than a yellow percentage.

- Percentages apply to Data, Voice, and SMS equally.

- If you have selected a non-combo plan you will see separate up/down threshold values here

Up Yellow Threshold – «yellow» limit in percentage for outgoing traffic

Up Red Threshold – «red» limit in percentage for outgoing traffic

Up Cutoff Threshold – «limit» limit in percentage for outgoing traffic

Down Yellow Threshold – «yellow» limit in percentage for incoming traffic

Down Red Threshold – «red» limit in percentage for incoming traffic

Down Cutoff Threshold – «limit» limit in percentage for incoming traffic.

Details (Your Usage Information)
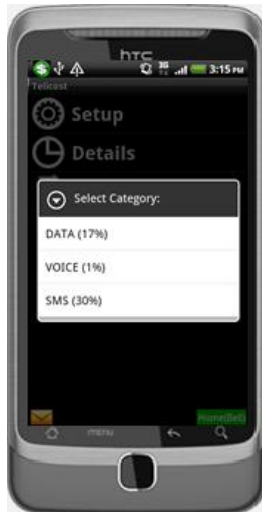
When selecting the Detail Menu option, you get a submenu that allows you to select between Data, Voice, or SMS.   Select the appropriate category to take you to the usage information. The menu will also show you a quick view percentage next to the category for a glimpse of where you are with respect to your plan.

When in Combo mode, you will see up/down percentages for the data

If you are connected by Wi-Fi you will see Wi-Fi usage percentage.

Data Details

In Data details you may select the interface to see either Cellular or Wi-Fi usage

You will see the name if the plan in bold

If the plan is a combo plan you will see (COMBO) next to the plan name

The Remaining Days in the plan until a new billing cycle are shown
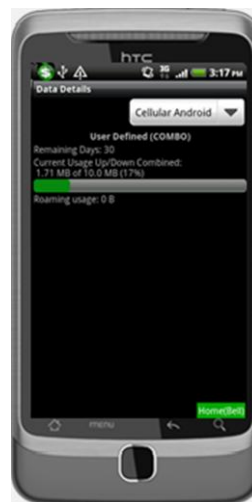
The current usage is shown next in both a total value as well as in a percentage of plan.
A slider showing the percentage used in the plan is also shown

Finally: Any roaming usage is shown here.
If you have a roaming top-up value, a separate slider for roaming usage is also shown

Voice Details

In Voice details you may select between seeing ALL minute
and seeing billable minutes.

ALL minutes

In ALL minutes you will see:

The Plan Name in Bold
The remaining days until the next plan cycle
The Incoming Minutes (Minutes: Seconds)
The Outgoing Minutes (Minutes: Seconds)
The Free Minutes (Minutes: Seconds)
The Total Minutes (Minutes: Seconds)
The Total Billable Minutes (Minutes: Seconds)
The Roaming Minutes (Minutes: Seconds)
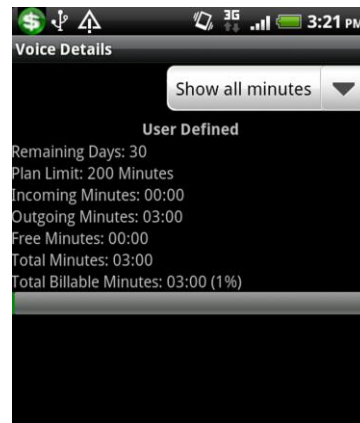
 A slider showing the percentage of plan is also shown

If you are on a call or if a call comes in, you will see a 'free indicator' which tells you which category the
call falls into.

Billable minutes

In billable minutes you will see:

The Plan Name in Bold
The remaining days until the next plan cycle
The Plan Limit in Minutes
The Incoming Billable Minutes (Minutes: Seconds)
The Outgoing Billable Minutes (Minutes: Seconds)
The Total Billable Minutes (Minutes: Seconds)
 A slider showing the usage to plan in percentage
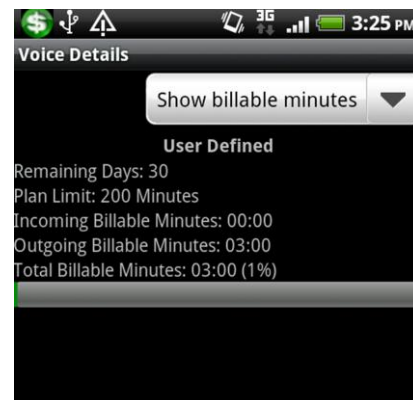
Any Roaming Minutes should there be roaming activity

SMS Details

In SMS details you will see:

The Plan Name in Bold
The remaining days until the next plan cycle
The number of Send SMS
The number of Received SMS
The Plan limit of SMS allowed
(if free incoming is selected a FREE indicator)
A slider showing SMS to plan as a percentage
Any Roaming SMS activity

The About Screen

When selecting the About Screen you will see
information about the device and the software

Telicost Version: use this to ensure you have the
latest Telicost, and for reporting any support
tickets.

Device Info
Your Android Model, PIN, Telephone, and IMSI
are all shown here.

Additional 'Test Mode' information

When test mode is turned on from the setup screen
in your plan, additional information may be displayed at
the bottom of the about box.

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queue:0
GPS: turned off
Warning: Partial Data Only (Plan Date Changed)
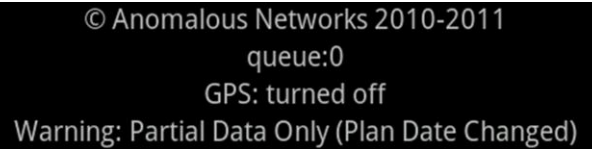
This information includes:

APN : Which APN currently used

Sending and GPS Status: For Telicost-Lite users

Additional Diagnostic Info: Additional contextual Diag info

Partial Data Warning: Warns if the data collected is not for a full month period (typically if the device
date has been changed or the plan date has been changed, or if the software was installed in the middle
of a billing period).   This is to warn you that the counts shown may NOT be fully representative of the
activity that has taken place during the billing period.

Alarms and Alerts

Once configured, the Telicost application runs in the background and will only intervene when
thresholds are crossed or cost / usage related activities occur that merit warning.

There are a number of ways you can be alerted by Telicost and have quick access to your usage
information to plan.

The Plan Status Indicator

The Plan Status indicator is shown in the status area and tells you where you are with respect to your plan. The color will indicate the 'highest' alarm value for Data, Voice, or SMS.

The green icon and green indicator are only visible in 'test mode' in order to preserver real estate on the status panel area.

If you see an alarm appear, open the Telicost application and go to the details area. In the menu you will already see which item (Voice, SMS, or Data) has crossed the thresholds set in the plan.

To clear the alarm, you can either increase the thresholds or change the value in the plan.

The alarms will automatically be cleared when the next billing date arrives.
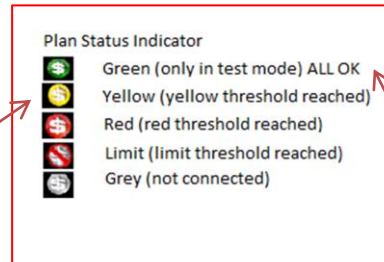
Pop Up Message Alerts

When Thresholds are crossed, the Telicost application will launch a pop up message such as the one shown below.   You will have to acknowledge this message by clicking the center key, or pressing return.

Note: If you happen to be watching a video or streaming data, the transfer will stop until you acknowledge this message.

Voice Alarm Vibration
If you are on a phone call, the Telicost application will also gently vibrate your device to bring attention to the alarm.

Repeating Alarms
If you have selected repeating alarms from the setup menu for your plan, the alarms will repeat at approximately every additional 10% that you surpass your plan.

Single Alarms
If you have set the repeating alarm setting to single, the alarm will only trigger once as you pass the threshold in your plan period.   It will get reset and trigger again in subsequent billing periods as required.

Troubleshooting

Installation Problems

Your Android may be prevented from downloading third party applications from the app store.   If this is the case, talk with your Android administrator and it is possible for Anomalous Networks to provide you an alternate link

Data traffic not being counted

Please report this issue to support@anomalousnetworks.com and include your Android model, the os version, your carrier name, network type as well as the Telicost version you are using.

Counters not working or corrupted

While rare, on some occasions the installation may have been interrupted or a conflict with another application being installed may have caused some problem with the installation process. In these cases the appropriate course of action would be to (a) do a battery pull reset, and verify operation. If you are still having trouble, (b) uninstall and reinstall Telicost and restart your device. If you are still having trouble (c) back up your device and reset the device to factory defaults followed by a restart.

Please report this issue to support@anomalousnetworks.com and include your Android model, the os version, your carrier name, network type as well as the Telicost version you are using.

Socket Error Message

The application checks with Anomalous central server once a month to look for any updates. If this communication fails and you are in test mode, you may see a socket error message. There is no action required.

Missing Parameters, Settings, or Inaccuracies

While we try our best to measure and accurately provide you with your billing data, there is still a possibility that Telicost does not have all of your plan settings available in its interface or that your carrier may have some special cases which do not map into Telicost.

We are always striving to improve our product, if you experience any such difficulties please write to us at support@anomalousnetworks.com and provide details about your plan, your carrier, and your device (as well as the version of Telicost you are running).

End User License Agreement (EULA)

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6. CONFIGURATION and TUNING of Settings: The Anomaly system measures and monitors usage on the end devices through locally available interfaces to capture data usage patterns, anomalies, and predict usage and cost. Your cable provider or carrier will use their own internal and unrelated system on their network to measure data for billing purposes. While the Anomaly information is intended to be informative and provide insight and predictions of this billing data, it does not replace your telecom bill and will have variances with your actual billed usage. We recommend that you or your administrator monitor usage and compare initial readings with your billed data for the first few months of operation. If variances do occur, set your plan thresholds appropriately with additional margins where necessary. Anomalous Networks is not responsible for discrepancies or variances in the data it reports from the local device and that of your telecommunications bill. The Anomaly software can also be configured to report information about the usage and the whereabouts of the device to a central administrator, by Accepting this EULA you are also accepting that the SOFTWARE may send this information about the usage of the phone to an administrator.

7. LIMITATION AND RELEASE OF LIABILITY. Anomalous Networks has included in this EULA terms that disclaim all warranties and liability for the SOFTWARE. To the full extent allowed by law, YOU HEREBY RELEASE ANOMALOUS NETWORKS AND ITS SUPPLIERS AND DISTRIBUTORS FROM ANY AND ALL LIABILITY ARISING FROM OR RELATED TO ALL CLAIMS CONCERNING THE SOFTWARE OR ITS USE.

8. Governing Law. This Agreement shall be governed by, and construed in accordance with, the laws of the Province of Quebec, Canada.

9. QUESTIONS. Should you have any questions, or if you desire to contact Anomalous Networks for any reason, please contact Anomalous Networks Inc, via email at info@anomalousnetworks.com

Contact Us

We hope that you will get a lot of use of our Telicost application and that it will help you avoid some of the bill shock events that you may have experienced in the past.   We would be pleased to hear from you. Please send any comments on the application to info@anomalousnetworks.com

Licensing

Licensing for Telicost-Lite is managed through the server, and the server license will determine the number of clients that are able to connect to it simultaneously.   A warning is given to the operator if additional Agents try to connect, and these connections are not allowed.

License packs are available from Anomalous networks in various increments. Contact us at sales@anomalousnetworks.com

Updates

Updates can be sought out from either Anomalous Networks directly or from your carriers App store

Thank you for selecting Anomalous Networks

Contact Anomalous Networks

Email: info@anomalousnetworks.com
Tel: +1 (855) 909-3333
Fax : (514) 685-1333

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1255 Trans Canada., Suite 120	2108A Silvernail Rd, Suite #113	Unit 1162 Coles Green Road
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